

Rambler, Alexis

From: Mike Hochgraf <mikehoch@icloud.com>
Sent: Thursday, August 12, 2021 7:21 PM
To: 'MATTHEW GISSENDANNER'
Cc: PSC_Contact; 'KENNETH BURGESS'; Hall, Roger; Grube-Lybarker, Carri; Knowles, Alex; Stark, David
Subject: [External] RE: RE: Docket No. 2021-165-E Michael Hochgraf, Complainant/Petitioner v. Dominion Energy South Carolina,

Dear Mr. Gissendanner,

Please let me be clear that my original complaint (below) is still the main issue that has not been addressed:

"I want Dominion Energy to provide reliable Electrical Service to my house that eliminates the historical problem whereby AFCI circuit breakers in my new house trip upon power failure and/or upon power restoration. Therefore, I am requesting Dominion to resolve this ongoing problem, which they are aware of, on an urgent basis to relieve me and my family, of the burden, worry, and risks associated with this problem."

My response (below) to DESC's answer to my Complaint, does not restate my original request. The intent of these two points is to clarify my original request.

In conclusion, I am respectfully requesting that:

1. DESC installs a power monitoring device on my house until such time as there is another power outage that causes widespread circuit breaker trips within the Cresswind Community.
2. DESC provide the test results to me, Power Plus Systems, and Eaton

In your email, you stated "I am informed that, subsequent to the filing of its direct testimony, DESC installed another monitor at your residence in attempt to collect the data during an outage as you requested. That effort was successful and the results further support that DESC does not have a power supply problem to your residence before, during or after an outage."

Thank you for the information. However, the issue still remains that the circuit breakers continue to trip as a result of a power outage.

Unfortunately, this is not an acceptable resolution to this matter.

Regards,

Mike Hochgraf
 3144 Cross Vine Lane
 Summerville, SC 29483
 Cell: (610) 573-9979
mikehoch@icloud.com

From: MATTHEW GISSENDANNER <matthew.gissendanner@dominionenergy.com>

Sent: Thursday, August 12, 2021 8:33 AM

To: Mike Hochgraf <mikehoch@icloud.com>

Cc: PSC_Contact <Contact@psc.sc.gov>; KENNETH BURGESS <chad.burgess@dominionenergy.com>; RHall@scconsumer.gov; clybarker@scconsumer.gov; Knowles, Alex <aknowles@ors.sc.gov>; Stark, David <david.stark@psc.sc.gov>

Subject: RE: RE: Docket No. 2021-165-E Michael Hochgraf, Complainant/Petitioner v. Dominion Energy South Carolina,
Importance: High

Mr. Hochgraf:

I hope this email finds you well.

In your Complaint, you stated your request for relief as follows:

I want Dominion Energy to provide reliable Electrical Service to my house that eliminates the historical problem whereby AFCI circuit breakers in my new house trip upon power failure and/or upon power restoration. Therefore, I am requesting Dominion to resolve this ongoing problem, which they are aware of, on an urgent basis to relieve me and my family, of the burden, worry, and risks associated with this problem.

As you know, Dominion Energy South Carolina, Inc. ("DESC") maintains that its system is operating reliably and safely and that there is no power supply problem to your residence before, during or after an outage, and no evidence has been provided in this docket demonstrating otherwise. Moreover, DESC's Commission-approved General Terms & Conditions for Electric Service are clear that "[t]he Company will not be responsible for the use; care or handling of electricity delivered to the Customer after it passes the service point." See Company's GT&C for Electric Service, Section V.A. As such, DESC is not responsible for any flaws or defects in the circuit breakers or other electric wiring or equipment in your home that may be causing the problem about which you complain.

Notwithstanding this, and although DESC cannot bear the costs associated with remedying whatever may be wrong with the electric equipment downstream of your point of service, DESC is interested in doing what it can, within reason, to help you identify the cause of the issues you are experiencing with the breakers in your home. An understanding of the situation may prove useful to DESC in advising other customers who may experience such an issue in the future.

In your Response to DESC's Answer to your Complaint, you restated your request as follows:

In conclusion, I am respectfully requesting that:

1. DESC installs a power monitoring device on my house until such time as there is another power outage that causes widespread circuit breaker trips within the Cresswind Community.
2. DESC provide the test results to me, Power Plus Systems, and Eaton

I am informed that, subsequent to the filing of its direct testimony, DESC installed another monitor at your residence in attempt to collect the data during an outage as you requested. That effort was successful and the results further support that DESC does not have a power supply problem to your residence before, during or after an outage.

In an effort to resolve this matter and to avoid further time and expense on this matter, if you agree to withdraw your complaint and forgo the hearing on Monday, DESC will be happy to provide you with those test results, and we will also share this information with the appropriate personnel at Power Plus Systems and Eaton.

Please let me know if this is an acceptable resolution of this matter.

Matt Gissendanner

From: Stark, David <david.stark@psc.sc.gov>
Sent: Wednesday, August 11, 2021 8:48 AM
To: Mike Hochgraf <mikehoch@icloud.com>; Matthew Gissendanner (Services - 6) <matthew.gissendanner@dominionenergy.com>; Chad Burgess (Services - 6) <chad.burgess@dominionenergy.com>; Hall, Roger <RHall@scconsumer.gov>; Carri Grube-Lybarker <clybarker@scconsumer.gov>; Knowles, Alex <aknowles@ors.sc.gov>
Cc: PSC_Contact <Contact@psc.sc.gov>
Subject: [EXTERNAL] RE: [External] RE: Docket No. 2021-165-E Michael Hochgraf, Complainant/Petitioner v. Dominion Energy South Carolina,

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Parties:

I propose that we hold our virtual prehearing conference at 11:30 a.m. on Friday morning. Would that be suitable for everyone?

-David Stark

From: Mike Hochgraf <mikehoch@icloud.com>
Sent: Tuesday, August 10, 2021 9:07 AM
To: Stark, David <david.stark@psc.sc.gov>; 'MATTHEW GISSENDANNER' <matthew.gissendanner@dominionenergy.com>; 'KENNETH BURGESS' <chad.burgess@dominionenergy.com>; Hall, Roger <RHall@scconsumer.gov>; Grube-Lybarker, Carri <clybarker@scconsumer.gov>; Knowles, Alex <aknowles@ors.sc.gov>
Cc: PSC_Contact <Contact@psc.sc.gov>
Subject: RE: [External] RE: Docket No. 2021-165-E Michael Hochgraf, Complainant/Petitioner v. Dominion Energy South Carolina,

Mr. Stark,

I can be available anytime Friday 8/11/2021.

Regards,

Mike Hochgraf
 3144 Cross Vine Lane
 Summerville, SC 29483
 Cell: (610) 573-9979
mikehoch@icloud.com

From: Stark, David <david.stark@psc.sc.gov>
Sent: Tuesday, August 10, 2021 8:56 AM
To: MATTHEW GISSENDANNER <matthew.gissendanner@dominionenergy.com>; Mike Hochgraf <mikehoch@icloud.com>; KENNETH BURGESS <chad.burgess@dominionenergy.com>; Hall, Roger <RHall@scconsumer.gov>; Grube-Lybarker, Carri <clybarker@scconsumer.gov>; Knowles, Alex <aknowles@ors.sc.gov>
Cc: PSC_Contact <Contact@psc.sc.gov>
Subject: RE: [External] RE: Docket No. 2021-165-E Michael Hochgraf, Complainant/Petitioner v. Dominion Energy South Carolina,

Mr. Hochgraf:

As indicated below, another party has some scheduling conflicts and is available Thursday after 2 p.m. or Friday. Are you available during those times?

Regards,
 -David Stark

From: MATTHEW GISSENDANNER <matthew.gissendanner@dominionenergy.com>
Sent: Tuesday, August 10, 2021 8:52 AM
To: Mike Hochgraf <mikehoch@icloud.com>; Stark, David <david.stark@psc.sc.gov>; KENNETH BURGESS <chad.burgess@dominionenergy.com>; Hall, Roger <RHall@scconsumer.gov>; Grube-Lybarker, Carri <clybarker@scconsumer.gov>; Knowles, Alex <aknowles@ors.sc.gov>
Cc: PSC_Contact <Contact@psc.sc.gov>
Subject: [External] RE: Docket No. 2021-165-E Michael Hochgraf, Complainant/Petitioner v. Dominion Energy South Carolina,

David:

Unfortunately, Ms. Eads is unavailable Thursday morning. The Company is available for a test run on Thursday after 2 p.m. or on Friday.

Matt

From: Mike Hochgraf <mikehoch@icloud.com>
Sent: Monday, August 9, 2021 6:26 PM
To: david.stark@psc.sc.gov; Chad Burgess (Services - 6) <chad.burgess@dominionenergy.com>; Matthew Gissendanner (Services - 6) <matthew.gissendanner@dominionenergy.com>; Hall, Roger <RHall@scconsumer.gov>; Carri Grube-Lybarker <clybarker@scconsumer.gov>; aknowles@ors.sc.gov
Cc: Contact@psc.sc.gov
Subject: [EXTERNAL] Docket No. 2021-165-E Michael Hochgraf, Complainant/Petitioner v. Dominion Energy South Carolina,

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To all,

I propose a test-run early Thursday morning, 8/12/2021.

Regards,

Mike Hochgraf
3144 Cross Vine Lane
Summerville, SC 29483
Cell: (610) 573-9979
mikehoch@icloud.com

From: Stark, David
To: mikehoch@icloud.com; chad.burgess@dominionenergy.com; matthew.gissendanner@dominionenergy.com; Hall, Roger; Grube-Lybarker, Carri; Knowles, Alex
Cc: PSC_Contact
Subject: Docket No. 2021-165-E Michael Hochgraf, Complainant/Petitioner v. Dominion Energy South Carolina, Incorporated, Defendant/Respondent
Date: Monday, August 9, 2021 1:46:30 PM

Parties: I am David Stark and will be administering the case in Docket No. 2021-165-E. We are scheduled to have a virtual hearing on Monday, 8/16/21 at 10:00 a.m. To accomplish this virtual hearing, we will use WebEx as the videoconferencing software. In order for our IT staff to send you the invitation (via email) to the WebEx meeting, I will need each party to fill out the information contained in the following survey: <https://www.surveymonkey.com/r/27XRVKT> I would ask that you fill out this information as soon as possible. I think that a test-run would be appropriate, to make sure everyone is able to access the software and that our equipment can communicate easily – this will avoid any problems during the hearing scheduled for Monday at 10:00. I would propose that we have, simultaneously, a test-run and a prehearing conference on Thursday or Friday, at a time that is mutually acceptable to you all. If the parties would advise me about when you prefer to have a test-run and (brief) prehearing conference, I would appreciate it. As always, please make sure to “reply all” to any communications so that everyone has a complete record and please make sure that “contact.psc.sc.gov” is copied. Regards

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